Attachment 3

Voice Your Choice: Community Survey on City Services and Results



We need your help!

The City of Long Beach General Fund budget may be out of balance next year by as much as an estimated \$50 million. General Fund revenues, such as property taxes, utility users tax, sales tax, and user fees are falling short of the costs of providing General Fund services and programs. Examples of services and programs funded through the General Fund include:

- Police Services
- Fire and Emergency Medical Services
- Library Services
- Many of the Parks and Recreation Services
- Maintenance of Streets, Sidewalks, Curbs, Gutters and Trees
- Legislative, Legal and Other General Government Services

Other City services not funded by the General Fund are supported by grants or other funds that are restricted by law for a specific purpose, or are self-sustaining through fees. Some of these include neighborhood, housing, and health programs; Redevelopment Agency projects; and golf course, airport, harbor, and water operations.

To balance the budget, the City must reduce spending and develop ways to increase revenue, just as you would if your household's income was less than your expenses. This is where your help is needed.

How can you help?

Community input on prioritizing City services will help City officials as we consider the kinds of changes that will be required to balance the City's budget. Balancing the City budget will mean changes in services. You can help us by completing the attached survey so we can better understand your priorities and obtain broad community input as we develop options to balance the budget. Through this public participation process, we will gather productive ideas from neighborhoods and commercial districts throughout Long Beach. Please ask your friends and neighbors to provide their input, too. Only one survey per individual should be submitted.

How Did We Get Here?

A number of factors have contributed to the current situation, including:

- Cost of living increases drove up the cost of City operations
- The economic downturn reduced revenues such as Sales Tax and Bed Tax

- A voter-approved Utility Users Tax reduction resulted in decreased revenue
- Homeland security associated with post-September 11 events resulted in unanticipated costs
- The State budget deficit has affected funds received by local governments
- Increased services and programs

What is the City Currently Doing?

- A hiring freeze is in effect, and only essential positions that impact service are being filled
- Purchases are being limited to items critical to service delivery
- Travel is being severely restricted
- City staffing levels, salaries and benefits (including management) will be reviewed by an outside, independent expert
- The future impacts of pension costs and retirement benefits will also be reviewed by an outside expert
- Cost-saving measures are being identified for more efficient service delivery options while trying to minimize service impacts
- City assets are being analyzed for potential sale
- Privatization opportunities for City services are being analyzed
- Services that other agencies may pay us to provide are being reviewed
- Grant Funds that could support services historically funded by the General Fund are being identified
- Fees for service and other revenue options are being explored

How About Across-the-Board Reductions?

The theory that "everything gets cut a little" and "nothing gets cut a lot" rarely works in practice. An across-the-board cutback means that cuts in high-priority services, such as police and fire protection, could result. A more thoughtful, careful approach is needed.

How Will the Survey Be Used?

The survey will help the Mayor's Budget Advisory Committee and the City Council make critical decisions that will result in a balanced City budget. We will also share the results with the community and request your additional input prior to any final budget decisions. Your input will make a difference!



Voice Your Choice: Community Survey on City Services

We encourage you to go to the City Website at www.longbeach.gov to fill this survey out online, if possible. The online survey allows you to provide even more input, is easy to fill out, and will allow us to collect your input much faster. If you do choose to fill out this written survey, please return it in any of the following ways:

- Return to any City facility (for example: police or fire station, parks, library, or City Hall)
- Mail it to Voice Your Choice Community Survey: 333 W. Ocean Blvd., 13th Floor, Long Beach, CA 90802
- Return this survey with your City of Long Beach utility bill

School crossing guards

Instructions: Please read each service and check the box that best reflects your priorities. We would like to know if you feel the service is essential, important, nice to have, or not important. If you are not familiar with the service or do not wish to answer, please check "no opinion." Please check only one box for each service.

Please submit only one survey per person. Nice to Not No **Essential Important** Have Important Opinion Arts and Cultural Programs Community arts Historic ranchos and museums Municipal Band П Theater arts Business Services Business attraction and retention Business Watch (crime prevention) Community planning and zoning assistance Code Enforcement Animal control Health code enforcement Historic preservation of homes/buildings П П Noise code enforcement Property/building inspections Communication, Promotions and Special Events City cable television programs/Channel 21 City Website City support of parades/special events Community information publications and advertising Tourism/convention promotion Facility Construction and Repair Library construction and repair Other City facilities construction and repair (for example: П Senior Center, health buildings, City Hall) Park maintenance and development Public safety buildings Non-Emergency Public Safety Community Emergency Response Training (CERT) Community safety education programs (Neighborhood Watch) DARE Program (Student drug awareness) Fire safety education (at schools) Gang prevention Neighborhood police centers Park Rangers Police Athletic League (PAL) **Public Safety Fairs**

(over, please)

Library Services			Essential	Important	Nice to Have	Not Important	No Opinion
Book/media lending							
Books-by-mail program for the hon	mehour						
Homework Help program	Heboui	IG					
Library teen programs							
Public computer access (including	Interne						
Reading programs for youth	IIIIGIII	31)					
Recreation			<u> </u>	<u> </u>			<u> </u>
Adult sports							
Child care and summer camps							
Free youth sports							
Mobile recreation trailers and porta	able ska	ateparks					
Nature center programs							
Senior programs and services						П	
Supervised playgrounds (schools a	and pai	rks)					
Swimming pools							
Teen centers					П		
Streets and Sidewalks							
Free graffiti removal							
Pothole/street repair							
Sidewalks, curb and gutter repair							
Street landscaping							
Weekly street sweeping							
Please check the zip code you live in □ 90802 □ 90805 □ 90803 □ 90806 □ 90804 □ 90807	or nav	<i>e a business at</i> 90808 90810 90813	□ 90 □ 90	eck only on 814 815 ner:	ne (optio) 	nal)	. · · · · · · · · · · · · · · · · · · ·
Please check all that apply (optional):							
☐ I am a resident of Long Beach		l am an emplo	vee of the	City of Lon	a Reach		
☐ I have a business in Long Beach		Other:	yee or the	City of Lon	g Deach		
I would support the following options Increase in the Hotel Bed Tax (Tra Increase in fees for select City pro Increase in fines for parking/traffic Support an admissions tax on arts Support a bond measure for parks Support a bond measure for public Support a bond measure for stree I suggest the following ways to re	ansient ograms c ticke s and e s, recre c safet ets, side aise rev	: Occupancy Ta s (sports programents ts entertainment to eation and librar ry facilities ewalks, and alle venue:	x) ms, animal o fund arts y facilities	control fee	s, ambu		
I would not support any revenue i My idea for fixing the City's budget p				: ***:	·		
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For more information, or to receive this in an alternative format, please call (562) 570-5570. Esta encuesta es disponible en Español llamando al (562) 570-6620.

ការដកស្រង់មតិនេះ មានជួនជាភាសាវខ្មែរ ដោយទូរស័ព្ទទៅលេខ (562) 570-7720.

Living In Long Be	ach		Fi	nal l	Resi	ilts:		"VOICE YOUR CHOICE" Community Survey on City Services					
HE STATE OF THE ST	Fas	ential	Imp	ortant	Nice	to Have		portant	Total		No Response		
Arts and Cultural Programs	%	Count	10 cm	Count		Count		Count	Opinions	Count	Count		
Community Arts	17.8%	1715	26.1%	2521	40.2%	3880	15,9%	1532	9648	471	486		
Historic Ranchos and museums	18.1%	1761	32.6%	3173	38.6%	3755	10.7%	1036	9725	377	503		
Municipal Band	10.7%	1019	19.5%	1849	45.3%	4298	24.5%	2321	9487	548	570		
Theater arts	15.4%	1479	26.8%	2574	41.8%	4020	16.0%	1541	9514	414	577		
Duningas Caminas	Ess	ential	Imp	ortant	Nice to	Have	Not In	portant	Total	No Opinion	No Respons		
Business Services	%	Count	%	Count	%	Count	%	Count	Opinions	Count	Count		
Business Attraction and retention	38.7%	3652	37.2%	3581	16.7%	1607	6,2%	599	9439	520	646		
Business Watch (crime prevention)	44.0%	4336	38.2%	3768	13.8%	1357	4.1%	400	9861	269	475		
Community planning and zoning assistance	28.9%	2707	44.1%	4136	20.9%	1962	6.0%	566	9371	582	652		
Code Enforcement	Ess %	ential Count	1300Vi 970	ortant Count	Nice t	o Have Count	Not Im	portant Count	Total Opinions	No Opinion Count	No Response		
Animal Control	35.7%	3562	44.5%	4440	16.5%	1647	3.2%	319	9968	178	459		
Health Code enforcement	52.9%	5260	35.6%	3542	9.7%	964	1.7%	173	9939	187	479		
Historic preservation of homes/buildings	18.4%	1798	31.3%	3050	36.1%	3523	14,1%	1377	9748	289	568		
Noise code enforcement	30.7%	3028	39.6%	3904	22.3%	2197	7.5%	741	9870	223	512		
Property/building inspections	36.6%	3573	43,9%	4294	15.3%	1499	4.2%	406	9772	244	589		
Communication, Promotions and Special Events	Ess %	ential Count	P. S. P. S.	ortant Count	Nice to	Have Count	Not Im	portant Count	Total Opinions	No Opinion Count	No Response		
City cable television programs/Channel 21	6.7%	637	13.7%	1299	40.7%	3854	38.9%	3586	9476	612	517		
City Website	13.7%	1299	26.0%	2461	41.9%	3963	18.3%	1725	9448	573	584		
City support of parades/ special events	10.0%	973	22.7%	2211	41.8%	4063	25.5%	2474	9721	344	540		
Community information publications and advertising	11.1%	1066	27.0%	2599	43.0%	4139	18,9%	1821	9625	385	595		
Tourism/convention promotion	25.8%	2495	37.6%	3635	26.4%	2551	10.1%	976	9657	372	576		
Facility Construction and Repair	Ess %	ential Count	Impo %	rtant Count	Nice to	Have Count	Not Im	portant Count	Total Opinions	No Opinion Count	No Response Count		
Library construction and repair	31.2%	3106	43.8%	4355	20.7%	2056	4.3%	429	9946	188	471		
Other City facilities construction and repair (Senior Center, health building, City Hall)	25.4%	2519	46.0%	4556	23.3%	2305	5.3%	528	9908	212	485		
Park maintenance and development	31.9%	3176	46.3%	4619	19.2%	1918	2.5%	253	9966	163	476		
Public safety buildings	30.2%	2913	44.7%	4310	19.8%	1904	5.3%	509	9636	351	618		

Living In Long Be	each		Fi	nal I	Resi	elts:		"VOICE YOUR CHOICE" Community Survey on City Services					
Non-Emergency Public Safety	Essential		Impo	ortant	Nice	o Have	Not In	nportant	Total	No Opinion	No Response		
Non-Emergency rubine Salety	%	Count	%	Count	%	Count	%	Count	Opinions	Count	Count		
Community Emergency Response Training (CERT)	30.8%	2979	37.5%	3620	25.2%	2439	6.5%	625	9663	403	539		
Community safety education programs (Neighborhood Watch)	25.8%	2558	39.4%	3903	28.9%	2858	5.9%	581	9900	200	505		
DARE Program (Student drug awarness)	28.4%	2817	32.7%	3235	25.8%	2552	13.1%	1300	9904	246	455		
Fire safety education (at schools)	28.7%	2850	36.1%	3576	27.6%	2736	7.6%	752	9914	178	513		
Gang Prevention	56.1%	5642	30.7%	3085	10.1%	1016	3.2%	322	10065	131	409		
Neighborhood Police centers	43.7%	4367	35.0%	3493	16.6%	1657	4.7%	467	9984	159	462		
Park Rangers	24.6%	2408	39.1%	3829	28.3%	2768	8.0%	785	9790	289	526		
Police Athletic League (PAL)	13.7%	1282	23.0%	2147	38.3%	3573	25.0%	2335	9337	699	569		
Public Safety Fairs	12.0%	1144	21.2%	2029	41.8%	3999	25.0%	2386	9558	457	590		
School Crossing guards	45.6%	4574	35.1%	3520	15.9%	1590	3.4%	344	10028	134	443		
Library Services	Ess	ential	Impo	rtant	Nice t	o Have	Not Im	portant	Total	No Opinion	No Response		
	%	Count	%	Count	%	Count	%	Count	Opinions	Count	Count		
Book/media lending	35.0%	3416	33.4%	3256	25.5%	2489	6.0%	589	9750	288	567		
Books-by-mall program for the homebound	20.8%	2007	33.1%	3194	37.1%	3583	8.9%	862	9646	368	591		
Homework Help program	23.7%	2296	32.0%	3095	34.3%	3327	10.0%	968	9686	329	590		
Library teen programs	22.5%	2154	32.5%	3118	35.1%	3364	9.9%	951	9587	392	626		
Public computer access (including Internet)	24,1%	2341	28.8%	2802	33.1%	3217	13.9%	1353	9713	290	602		
Reading programs for youth	33.2%	3265	35.6%	3493	25.9%	2540	5.3%	523	9821	231	553		



Final Results:

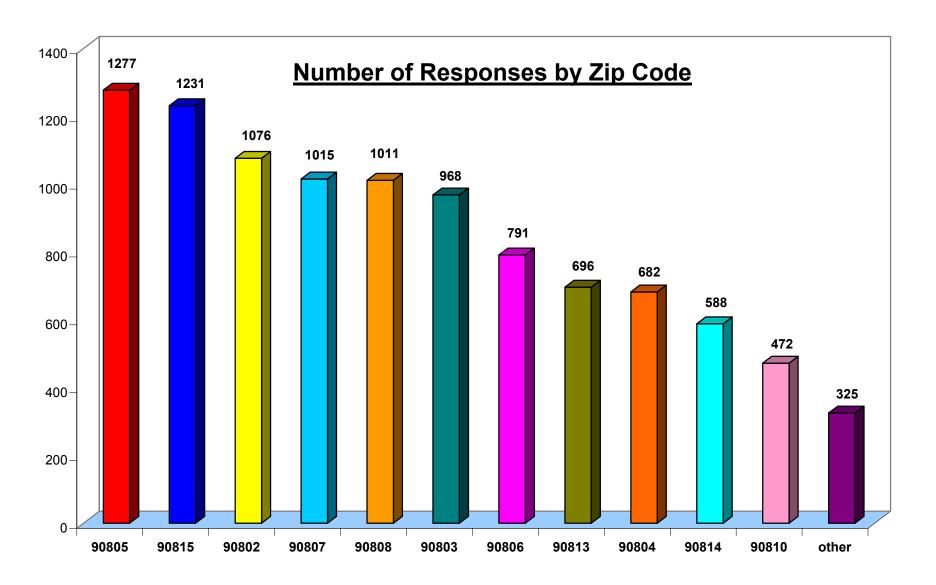
"VOICE YOUR CHOICE" Community Survey on City Services

Recreation	Ess %	ential Count	Imp	ortant Count	Nice to	Count		portant Count	Total Opinions	No Opinion Count	No Response Count
Adult Sports	9.8%	948	21.3%	2075	46.8%	4554	22.1%	2146	9723	314	568
Child care and summer camps	25.4%	2498	35.0%	3439	30.8%	3023	8.8%	867	9827	232	546
	24.4%	2382	32.7%	3187	32.2%	3136	10.7%	1043	9748	257	5000
Free youth sports	MOSCHIES.	28.50%		-2000	39/00/07	(000000)	SECULOS C	16.8882	(876/035)	1280302	600
Mobile recreation trailers and portable skateparks	10.5%	997	17.1%	1620	41.5%	3930	30.9%	2929	9476	490	639
Nature center programs	15.5%	1498	29.1%	2821	43.9%	4248	11.5%	1113	9680	303	622
Senior programs and services	27.1%	2697	38.6%	3832	28.7%	2854	5,5%	551	9934	204	467
Supervised playgrounds (schools and parks)	32.6%	3215	36.5%	3601	24.5%	2416	6.4%	634	9866	185	554
Swimming pools	18.3%	1791	30.8%	3020	40.8%	3990	10.1%	989	9790	229	586
Teen centers	23.9%	2322	35.9%	3495	32.7%	3184	7.5%	733	9734	263	608
Streets and Sidewalks	Ess	ential	Impo	ortant	Nice to	Have	Not Im	portant	Total	No Opinion	No Response
on colo una craciramo	%	Count	%	Count	%	Count	%	Count	Opinions	Count	Count
Free graffiti removal	43.8%	4349	34.2%	3396	18.7%	1853	3.3%	331	9929	151	525
Pothole/street repair	61.9%	6215	31.9%	3201	5.7%	575	0.5%	54	10045	96	464
Sidewalks, curb and gutter repair	55.8%	5591	34.4%	3452	8.7%	869	1.1%	109	10021	104	480
Street Landscaping	31.4%	3097	34.6%	3413	28.3%	2792	5.8%	568	9870	166	569
Weekly street sweeping	42.1%	4198	30.7%	3055	19.7%	1961	7.5%	749	9963	125	517

Results - Options to Preserve Services:

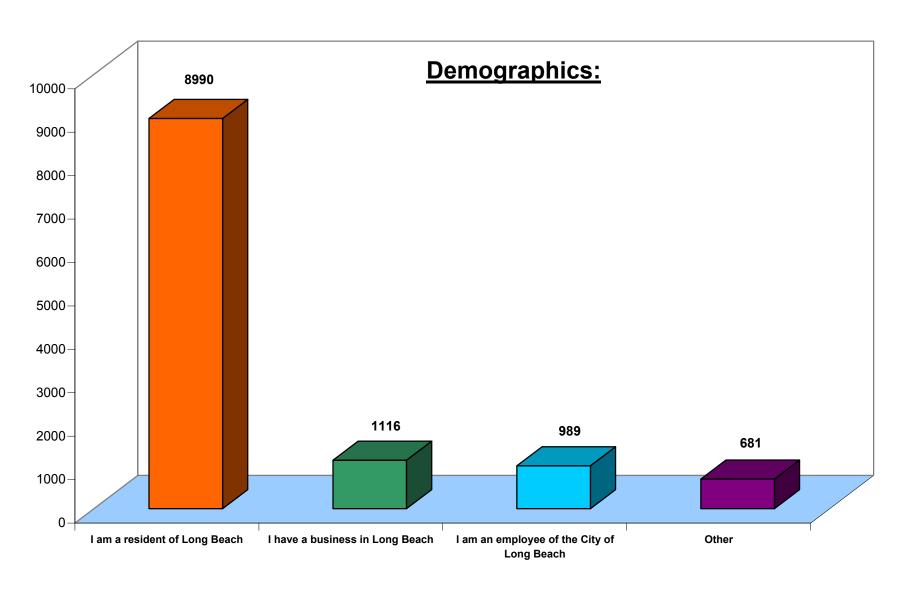
	% Yes	Total Yes
Increase in the Hotel Bed Tax (Transient Occupancy Tax)	39.8%	4225
Increase in fees for select City programs (sports programs, animal control fees, ambulance fees)	36.5%	3766
Increase in fines for parking/traffic tickets	36,9%	3908
Support an admissions tax on arts and entertainment to fund arts programming	36.6%	3879
Support a bond measure for parks, recreation and library facilities	35.1%	3727
Support a bond measure for public safety facilities	30.2%	3202
Support a bond measure for streets, sidewalks, and alley improvement	36.7%	3895
I would not support any revenue increase	15.6%	1658

VOICE YOUR CHOICE Community Survey on City Services

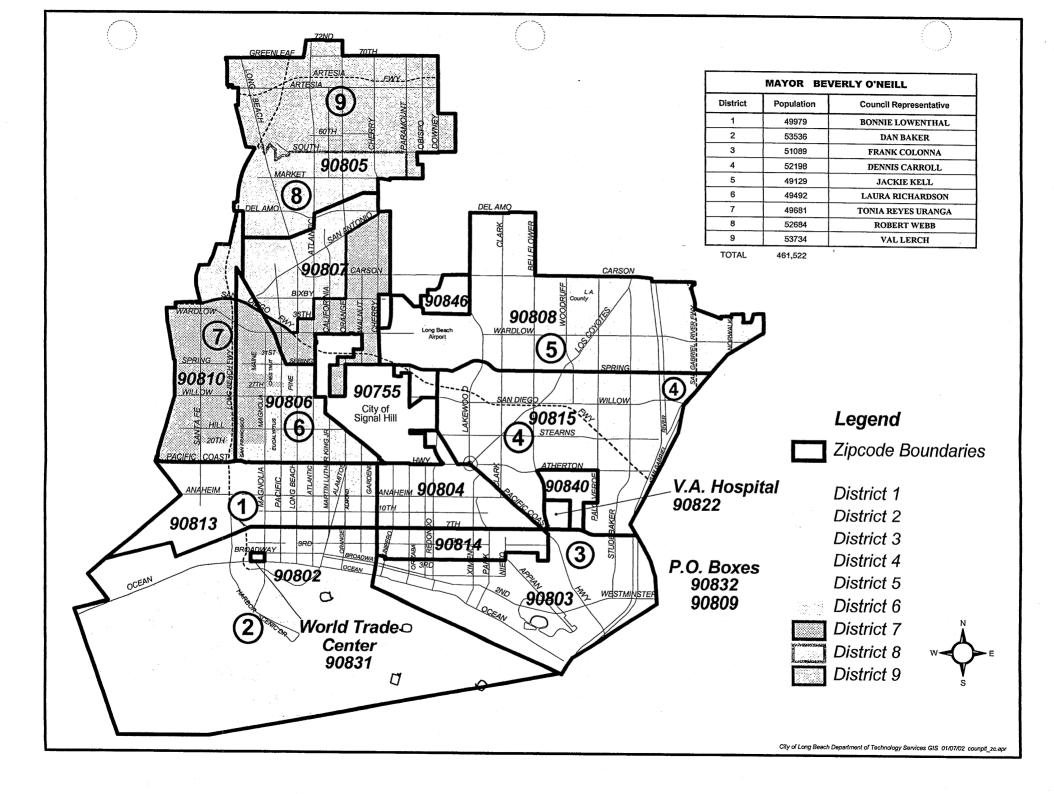


1/9/2003 Final Results: 10,605 Responses

VOICE YOUR CHOICE Community Survey on City Services

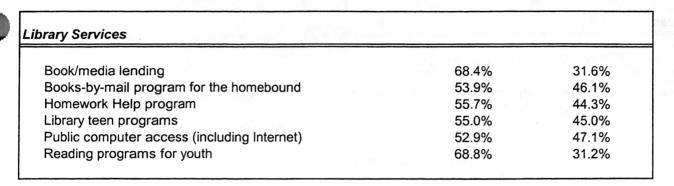


1/9/2003 Final Results: 10,605 Responses Note: May total more than 10,605. People surveyed were allowed to choose more than one option to describe themselves.



"VOICE YOUR CHOICE" Final Survey Results

Category	"Essential" or "Important"	"Nice to Have" o "Not Important"
Arts and Cultural Programs		
Community Arts	42.00/	50.404
Historic Ranchos and museums	43.9%	56.1%
Municipal Band	50.7%	49.3%
Theater arts	30.2% 42.2%	69.8% 57.8%
Business Services		
Business Attraction and retention	76.6%	22.40/
Business Watch (crime prevention)	76.6% 82.2%	23.4% 17.8%
Community planning and zoning assistance	73.0%	27.0%
Code Enforcement	<u> </u>	
Animal Control	80.3%	19.7%
Health Code enforcement	88.6%	19.7%
Historic preservation of homes/buildings	49.7%	50.3%
Noise code enforcement	70.2%	29.8%
Property/building inspections	80.5%	19.5%
communication, Promotions and Special Events		
City cable television programs/Channel 21	20.4%	79.6%
City cable television programs/Channel 21 City Website	20.4% 39.8%	79.6% 60.2%
City cable television programs/Channel 21 City Website City support of parades/ special events		60.2%
City cable television programs/Channel 21 City Website City support of parades/ special events Community information publications and advertising	39.8%	60.2% 67.2%
City cable television programs/Channel 21 City Website City support of parades/ special events	39.8% 32.8%	60.2%
City cable television programs/Channel 21 City Website City support of parades/ special events Community information publications and advertising Tourism/convention promotion	39.8% 32.8% 38.1%	60.2% 67.2% 61.9%
City cable television programs/Channel 21 City Website City support of parades/ special events Community information publications and advertising Tourism/convention promotion acility Construction and Repair Library construction and repair Other City facilities construction and repair (Senior Center.	39.8% 32.8% 38.1%	60.2% 67.2% 61.9%
City cable television programs/Channel 21 City Website City support of parades/ special events Community information publications and advertising Tourism/convention promotion acility Construction and Repair Library construction and repair Other City facilities construction and repair (Senior Center, health building, City Hall)	39.8% 32.8% 38.1% 63.5%	60.2% 67.2% 61.9% 36.5%
City cable television programs/Channel 21 City Website City support of parades/ special events Community information publications and advertising Tourism/convention promotion acility Construction and Repair Library construction and repair Other City facilities construction and repair (Senior Center.	39.8% 32.8% 38.1% 63.5%	60.2% 67.2% 61.9% 36.5%



n-Emergency Public Safety		
Community Emergency Response Training (CERT)	68.3%	31.7%
Community safety education programs (Neighborhood Watch)	65.3%	34.7%
DARE Program (Student drug awarness)	61.1%	38.9%
Fire safety education (at schools)	61.1%	38.9%
Gang Prevention	86.7%	13.3%
Neighborhood Police centers	78.7%	21.3%
Park Rangers	63.7%	36.3%
Police Athletic League (PAL)	36.7%	63.3%
Public Safety Fairs	33.2%	66.8%
School Crossing guards	80.7%	19.3%

Adult Sports	31.1%	68.9%
Child care and summer camps	60.4%	39.6%
Free youth sports	57.1%	42.9%
Mobile recreation trailers and portable skateparks	27.6%	72.4%
Nature center programs	44.6%	55.4%
Senior programs and services	65.7%	34.3%
Supervised playgrounds (schools and parks)	69.1%	30.9%
Swimming pools	49.1%	50.9%
Teen centers	59.8%	40.2%

treets and Sidewalks		
Free graffiti removal	78.0%	22.0%
Pothole/street repair	93.7%	6.3%
Sidewalks, curb and gutter repair	90.2%	9.8%
Street Landscaping	66.0%	34.0%
Weekly street sweeping	72.8%	27.2%

evenues	Percent "Yes"
Increase in the Hotel Bed Tax (Transient Occupancy Tax)	39.8%
Increase in fees for select City programs (sports programs, animal control fees, ambulance fees	35.5%
increase in fines for parking/traffic tickets	36.9%
Support an admissions tax on arts and entertainment to fund arts programming	36.6%
Support a bond measure for parks, recreation and library facilities	35.1%
Support a bond measure for public safety facilities	30.2%
Support a bond measure for streets, sidewalks and alley improvement	36.7%
I would not support any revenue increases	15.6%